

Invitation to tender

Attachment 2 – How to bid

RM6103 - Education Technology

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1. How to make your bid
	1. Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
	2. You may bid for one or more of the lots, ensure you read paragraph 3.1 of attachment 1- About the framework.
	3. Your bid must be **entered into the eSourcing suite.** We can only accept bids that we receive through the eSourcing suite.
	4. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
	5. Make sure you answer every question.
	6. You must submit your bid before the bid submission deadline, in paragraph 5 “Timelines for the competition” in attachment 1 - About the framework.
	7. It will be our decision whether we will accept bids submitted after the bid submission deadline.
	8. You must regularly check for messages in the [eSourcing suite](https://crowncommercialservice.bravosolution.co.uk) throughout the competition. You must log on to the [eSourcing suite](https://crowncommercialservice.bravosolution.co.uk) and access your message inbox for this competition to check for messages.
	9. All messages should be sent through the eSourcing suite via the qualification envelope. To clarify messages should not be sent through the lot specific technical and commercial envelopes. For clarity the envelope you should message through is ‘RFQ\_66 RM6103 Education Technology Qualification’. All messages sent by CCS (excluding automated messages) will be sent through RFQ\_66 RM6103 Education Technology Qualification.
	10. If you have submitted your response in the [eSourcing suite](https://crowncommercialservice.bravosolution.co.uk), any modifications to the online questions will result in your submission status changing to 'response to be submitted', this means that your response will not be available. Please review the changes and re-submit by clicking 'submit response'
	11. If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing suite. Read paragraph 6 “When and how to ask questions” in attachment 1 - About the framework.
	12. We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response may result in the rejection of your bid and your exclusion from this competition.
2. Selection stage
	1. At the selection stage, we evaluate bidders’ technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
	2. If you are relying on any key subcontractors to provide the answers to the technical and professional ability or you are relying on a guarantor to pass the economic and financial assessment, they must complete Parts 2 and 3 of the selection questionnaire for themselves.
	3. In addition, if you are the lead member of a consortium, you must get each of the other members to answer the questions in Parts 2 and 3 of the selection questionnaire for themselves.
	4. We are providing the ‘Information and declaration’ workbook (attachment 4) to enable you to collect and submit this data to us, whether from organisations on whom you are relying (for example a key subcontractor or a guarantor) or from other members of a consortium. Or they can provide you with their European Single Procurement Document (ESPD).
3. Selection process
	1. After the bid submission deadline we will check all bids to make sure we have received everything we have asked for.
	2. We may ask you to clarify information you provide, if that is necessary. Don’t forget to check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages. For clarity the envelope you should check your messages in is ‘RFQ\_66 RM6103 Education Technology Qualification’.
	3. If your bid is not compliant we will reject your bid and you will be excluded from the competition. We will tell you why your bid is not compliant.
	4. Not all selection questions need guidance as the questions are self-evident. However other questions such as the financial question, require a process to be undertaken before we can assess your response. In those instances we have told you what we will do in the **evaluation guidance**.
4. Selection criteria
	1. We may exclude you from the competition at the selection stage if:
		* you receive a ‘fail’ for any of the evaluated selection questions.
		* any of the information you have provided proves to be false or misleading.
		* you have broken any of the competition rules in paragraph 9 of attachment 1 About the framework, or not followed the instructions given in this ITT pack.
	2. If we exclude you from the competition we will tell you and explain why.
5. Selection questionnaire

Please refer to attachment 2a Selection questionnaire. Remember you must complete the questionnaire online in the eSourcing suite (RFQ\_66 RM6103 Education Technology Qualification All Lots). The Qualification Envelope only needs completing once for all lots.

You have the option of responding to Part 2 and Part 3 of the selection questionnaire by attaching Parts II and III of your European Single Procurement Document (ESPD).

If you are submitting an EU ESPD you must still complete Parts 2A, 2B, 4, 5, 6, 7, 8, 9, 10, 11 and the declaration.

1. Award stage

If you have successfully passed the selection stage, you will proceed to the award stage.

We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.

Your bid must deliver what our buyers need, at the best possible price you can give.

When completing your bid you must:

* Read through the entire ITT pack specifically attachment 10 Framework Schedule 1 (Specification)carefully, and read more than once
* Read each question, the response guidance, marking scheme and evaluation criteria
* Read the contract terms.
* If you are unsure, ask questions before the clarification questions deadline in attachment 1 – About the framework paragraph 5 ‘Timelines for the competition’ and paragraph 6 ‘When and how to ask questions.
* Allow plenty of time to complete your responses; it always takes longer than you think to submit
* Your prices should be in line with the service level you offer, in response to the award quality questions.
1. Award criteria

The Award Stage consists of a quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 11 of this document).

The award of this framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).

The weighting for the quality evaluation is 80 marks; and, the price evaluation is worth 20 marks for all lots.

The weighting for the quality evaluation and the price evaluation for all lots is broken down as follows:

|  |  |
| --- | --- |
| Quality Evaluation - Weighted | Price Evaluation - Weighted |
| 80% | 20% |

1. Award process
	1. What YOU need to do
* answer the quality questions at section A, Section B, Section C, Section D, Section E and Section F of the quality questionnaire in the eSourcing suite in the relevant technical and commercial envelope. There are five lot specific technical and commercial envelopes. You will need to complete the lot specific technical and commercial Envelope for the lots you are bidding. See below

Table aa

|  |  |  |
| --- | --- | --- |
| Lot | Specific technical and commercial envelope | Sections  |
| Lot 1 | RFQ \_73 RM6103 Education Technology Lot 1 | A & B |
| Lot 2 | RFQ\_74 RM6103 Education Technology Lot 2 | A & C |
| Lot 3 | RFQ\_75 RM6103 Education Technology Lot 3 | A & D |
| Lot 4 | RFQ\_76 RM6103 Education Technology Lot 4 | A & E |
| Lot 5 | RFQ\_77 RM6103 Education Technology Lot 5 | A & F |

* Complete the pricing matrix attachment for the lots for which you are bidding. Upload your completed pricing matrix into the eSourcing suite in the commercial envelope (of the lot you are bidding for) to the question in the below table.

Table bb

|  |  |  |  |
| --- | --- | --- | --- |
| Lot | RFQ number | Pricing Attachment to be completed | Upload completed pricing matrix to following questions |
| Lot 1 | RFQ\_73 | Attachment 3a - Pricing Matrix Lot 1  | PQ1 |
| Lot 2 | RFQ\_74 | Attachment 3b - Pricing Matrix Lot 2  | PQ2 |
| Lot 3 | RFQ\_75 | Attachment 3c - Pricing Matrix Lot 3 | PQ3 |
| Lot 4 | RFQ\_76 | Attachment 3d - Pricing Matrix Lot 4 | PQ4 |
| Lot 5 | RFQ\_77 | Attachment 3e - Pricing Matrix Lot 5 | PQ5 |

* 1. What **WE** will do at the award stage

|  |  |
| --- | --- |
| 1. | **Compliance Check**First, we will do a check to make sure that you completed the relevant pricing matrix (see above table bb) in line with our instructions within the pricing matrix and paragraph 11 of this document.  |
| 2. | **Quality Evaluation**We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing suite. |
| 3. | **Consensus** Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your quality score for each lot you have bid for.  |
| 4. | **Quality Threshold**If you have received a zero for any of the quality questions or if you have not met a minimum weighted quality score of 40, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why. Refer to tables at paragraph 9 in this document for an example of how your **quality score** for each lot will be calculated. |
| 5. | **Evaluate Pricing**We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses.They will calculate your price score using the evaluation criteria in paragraph 11 ‘price evaluation’ of this document. |
| 6. | **Final Score**Your quality score will be added to your price score, to create your final score as illustrated in paragraph 12 Final decision to award. |
| 7. | **Award** Awards will be made to the successful bidders following the standstill period, subject to contract. |

1. Quality Evaluation

Question’s QA1 (lot 1 only), QA2 (lot 2 only), QA3 (lot 3 only), QA4 (lot 4 only), and QA5 (lot 5 only) are a mandatory question’s for the lot(s) you are bidding for and will be evaluated PASS / FAIL. If you answer no to one or more of these questions, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.

Each question must be answered in its own right. You must not answer any of the questions by cross referencing with other questions or other materials for example reports or information located on your website.

Each of the quality questions, in section B (lot 1), C (lot 2), D (lot 3), E (lot 4) and section F (lot 5) of the quality questionnaire will be independently assessed by our evaluation panel.

 See below table for what questions are in each ITT on the eSourcing suite.

|  |  |  |
| --- | --- | --- |
| Lot | ITT | Questions for each lot |
| Lot 1 | RFQ \_73 RM6103 Education Technology Lot 1 | AQA1AQB1AQB2AQB3AQB4 |
| Lot 2 | RFQ\_74 RM6103 Education Technology Lot 2 | AQA2AQC1AQC2AQC3 |
| Lot 3 | RFQ\_75 RM6103 Education Technology Lot 3 | AQA3AQD1AQD2AQD3AQD4 |
| Lot 4 | RFQ\_76 RM6103 Education Technology Lot 4 | AQA4AQE1AQE2AQE3AQE4 |
| Lot 5 | RFQ\_77 RM6103 Education Technology Lot 5 | AQA5AQF1AQF2AQF3AQF4 |

When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that questions weighting to calculate your weighted mark for that question.

Each weighted mark for each question for each lot you have submitted a bid for will then be added together to calculate your quality score.

Please see tables cc, dd, ee, ff and gg below for an example of how your quality score will be calculated.

Table cc – Lot 1 (RFQ \_73 RM6103 Education Technology Lot 1)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| AQB1 | Understanding the school environment | 25% | 100 | 100 | 25.00 |
| AQB2 | Designing technology solutions/services appropriate for the Education sector | 25% | 100 | 100 | 25.00 |
| AQB3 | Implementing a quality outcome | 25% | 100 | 100 | 25.00 |
| AQB4 | Subcontractors and Supply chain | 25% | 100 | 100 | 25.00 |
| **Quality score**  | **100.00** |
| **Weighted Quality score (80%)** |  **80.00** |

Table dd – Lot 2 (RFQ\_74 RM6103 Education Technology Lot 2)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question** | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| AQC1 | Open Access Fibre Infrastructure | 34% | 100 | 100 | 34.00 |
| AQC2 | Price Surety | 33% | 100 | 100 | 33.00 |
| AQC3 | Delivering at Scale | 33% | 100 | 100 | 33.00 |
| **Quality score**  | **100.00** |
| **Weighted Quality score (80%)** |  **80.00** |

Table ee – Lot 3 (RFQ\_75 RM6103 Education Technology Lot 3)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| AQD1 | Managed Fibre Internet Connectivity | 25% | 100 | 100 | 25.00 |
| AQD2 | Engaging with schools | 25% | 100 | 100 | 25.00 |
| AQD3 | Delivery of Safety and Security | 25% | 100 | 100 | 25.00 |
| AQD4 | Delivery of Customer Support  | 25% | 100 | 100 | 25.00 |
| **Quality score**  | **100.00** |
| **Weighted Quality score (80%)** |  **80.00** |

Table ff – Lot 4 (RFQ\_76 RM6103 Education Technology Lot 4)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| AQE1 | Pre-Sales Service | 25% | 100 | 100 | 25.00 |
| AQE2 | Delivery Arrangements | 25% | 100 | 100 | 25.00 |
| AQE3 | Dead on Arrival (DOA) | 25% | 100 | 100 | 25.00 |
| AQE4 | Installation Capabilities  | 25% | 100 | 100 | 25.00 |
| **Quality score**  | **100.00** |
| **Weighted Quality score (80%)** |  **80.00** |

Table gg – Lot 5 (RFQ\_77 RM6103 Education Technology Lot 5)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| AQF1 | Pre-Sales Service | 25% | 100 | 100 | 25.00 |
| AQF2 | Delivery Arrangements | 25% | 100 | 100 | 25.00 |
| AQF3 | Dead on Arrival (DOA) | 25% | 100 | 100 | 25.00 |
| AQF4 | Installation Capabilities  | 25% | 100 | 100 | 25.00 |
| **Quality score**  | **100.00** |
| **Weighted Quality score (80%)** | **80.00** |

As per the table at 8.2 Quality Threshold, if you have not met a minimum weighted quality score of 40 out of the 80, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.

1. Award quality questionnaire
	1. The quality questionnaire is split into six sections:
* Section A – Mandatory questions – All lots
* Section B – Lot 1 specific questions
* Section C – Lot 2 specific questions
* Section D – Lot 3 specific questions
* Section E - Lot 4 specific questions
* Section F – Lot 5 specific question
	1. A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

|  |  |  |
| --- | --- | --- |
| **Question**  | **Marking scheme**  | **Weighting %** |
| **Lot 1** | **Lot 2** | **Lot 3** | **Lot 4** | **Lot 5** |
| AQA1 | Mandatory service requirements Lot 1 only | Pass/Fail | N/A | N/A | N/A | N/A | N/A |
| AQA2 | Mandatory service requirements Lot 2 only | Pass/Fail | N/A | N/A | N/A | N/A | N/A |
| AQA3 | Mandatory service requirements Lot 3 only | Pass/Fail | N/A | N/A | N/A | N/A | N/A |
| AQA4 | Mandatory service requirements Lot 4 only | Pass/Fail | N/A | N/A | N/A | N/A | N/A |
| AQA5 | Mandatory service requirements Lot 5 only | Pass/Fail | N/A | N/A | N/A | N/A | N/A |
| AQB1 | Understanding the school environment | 100/75/50/25/0 | 25% |  |  |  |  |
| AQB2 | Designing technology solutions/services appropriate for the Education sector | 100/75/50/25/0 | 25% |  |  |  |  |
| AQB3 | Implementing a quality outcome | 100/75/50/25/0 | 25% |  |  |  |  |
| AQB4 | Subcontractors and Supply chain | 100/75/50/25/0 | 25% |  |  |  |  |
| AQC1 | Open Access Fibre Infrastructure |  100/75/50/25/0 |  | 34% |  |  |  |
| AQC2 | Price Surety |  100/75/50/25/0 |  | 33% |  |  |  |
| AQC3 | Delivering at Scale | 100/75/50/25/0 |  | 33% |  |  |  |
| AQD1 | Managed Fibre Internet Connectivity | 100/75/50/25/0 |  |  | 25% |  |  |
| AQD2 | Engaging with schools | 100/75/50/25/0 |  |  | 25% |  |  |
| AQD3 | Delivery of Safety and Security | 100/75/50/25/0 |  |  | 25% |  |  |
| AQD4 | Delivery of Customer Support | 100/75/50/25/0 |  |  | 25% |  |  |
| AQE1 | Pre-Sales Service | 100/75/50/25/0 |  |  |  | 25% |  |
| AQE2 | Delivery Arrangements | 100/75/50/25/0 |  |  |  | 25% |  |
| AQE3 | Dead on Arrival (DOA) | 100/75/50/25/0 |  |  |  | 25% |  |
| AQE4 | Installation Capabilities | 100/75/50/25/0 |  |  |  | 25% |  |
| AQF1 | Delivery of Customer Support | 100/75/50/25/0 |  |  |  |  | 25% |
| AQF2 | Pre-Sales Service | 100/75/50/25/0 |  |  |  |  | 25% |
| AQF3 | Delivery Arrangements | 100/75/50/25/0 |  |  |  |  | 25% |
| AQF4 | Dead on Arrival (DOA) | 100/75/50/25/0 |  |  |  |  | 25% |

|  |  |
| --- | --- |
|  | **Marking scheme** |
| **Section A – Lot specific Mandatory service requirements**  |
| AQA1 | Compliance with Framework Schedule 1 (Specification) – Lot 1 only | Pass / Fail |
| AQA2 | Compliance with Framework Schedule 1 (Specification) – Lot 2 only | Pass / Fail |
| AQA3 | Compliance with Framework Schedule 1 (Specification) – Lot 3 only | Pass / Fail |
| AQA4 | Compliance with Framework Schedule 1 (Specification) – Lot 4 only | Pass / Fail |
| AQA5 | Compliance with Framework Schedule 1 (Specification) – Lot 5 only | Pass / Fail |
|  |
| **Generic Questions** | **Marking scheme** | **Weighting (%)** |
| **Section B – Lot 1 - ICT Solutions** |
| AQB1 | Understanding the school environment |  100/75/50/25/0 | **25%** |
| AQB2 | Designing technology solutions/services appropriate for the Education sector | 100/75/50/25/0 | **25%** |
| AQB3 | Implementing a quality outcome | 100/75/50/25/0 | **25%** |
| AQB4 | Subcontractors and Supply chain | 100/75/50/25/0 | **25%** |

|  |  |  |
| --- | --- | --- |
| **Generic Questions** | **Marking scheme** | **Weighting (%)** |
| **Section C – Lot 2 – Broadband Fibre Infrastructure** |
| AQC1 | Delivery of Open Access Fibre Infrastructure |  100/75/50/25/0 | **34%** |
| AQC2 | Delivery of Price Surety | 100/75/50/25/0 | **33%** |
| AQC3 | Delivering at Scale | 100/75/50/25/0 | **33%** |

|  |  |  |
| --- | --- | --- |
| **Generic Questions** | **Marking scheme** | **Weighting (%)** |
| **Section D – Lot 3 – Broadband Services** |
| AQD1 | Managed Fibre Internet Connectivity |  100/75/50/25/0 | **25%** |
| AQD2 | Engaging with schools | 100/75/50/25/0 | **25%** |
| AQD3 | Safety and Security | 100/75/50/25/0 | **25%** |
| AQD4 | Customer Support | 100/75/50/25/0 | **25%** |

|  |  |  |
| --- | --- | --- |
| **Generic Questions** | **Marking scheme** | **Weighting (%)** |
| **Section E – Lot 4 – Hardware** |
| AQE1 | Pre-Sales Service |  100/75/50/25/0 | **25%** |
| AQE2 | Delivery Arrangements | 100/75/50/25/0 | **25%** |
| AQE3 | Dead on Arrival (DOA) | 100/75/50/25/0 | **25%** |
| AQE4 | Installation Capabilities | 100/75/50/25/0 | **25%** |

|  |  |  |
| --- | --- | --- |
| **Generic Questions** | **Marking scheme** | **Weighting (%)** |
| **Section E – Lot 5 – Audio Visual** |
| AQF1 | Pre-Sales Service |  100/75/50/25/0 | **25%** |
| AQF2 | Delivery Arrangements | 100/75/50/25/0 | **25%** |
| AQF3 | Dead on Arrival (DOA) | 100/75/50/25/0 | **25%** |
| AQF4 | Installation Capabilities | 100/75/50/25/0 | **25%** |

|  |
| --- |
| **Section A – Mandatory service requirements** |
| **AQA1 Compliance with Framework Schedule 1 (Specification) – Lot 1**  |
| If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).Please answer ‘Yes’ or ‘No’ or N/A if you are not applying for Lot 1.**Yes -** You will unreservedly deliver in full all the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification).**No** **-** You will not, or cannot, deliver in full all the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification).**N/A -** You are not applying for Lot 1.  |
| **AQA1 Response guidance**This is a Pass/Fail question. If you cannot or are unwilling to select ‘Yes’ to this question, and you select ‘No’ you will be disqualified from further participation in this competition.You are required to select either option YES, NO or N/A from the drop down list.Providing a ‘Yes’ response means you will unreservedly deliver in full all the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification).If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition. |
| **Marking scheme** | **Evaluation guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification).ORYou have selected option N/A confirming that you are not applying for Lot 1. |
| Fail  | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification).ORYou have not selected either ‘Yes’ or ‘No’ or N/A. |

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| **Section A – Mandatory service requirements** |
| **AQA2 Compliance with Framework Schedule 1 (Specification) – Lot 2**  |
| If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).Please answer ‘Yes’ or ‘No’ or N/A if you are not applying for Lot 2.**Yes -** You will unreservedly deliver in full all the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification).**No** **-** You will not, or cannot, deliver in full all the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification).**N/A -** You are not applying for Lot 2.  |
| **AQA2 Response guidance**This is a Pass/Fail question. If you cannot or are unwilling to select ‘Yes’ to this question, and you select ‘No’ you will be disqualified from further participation in this competition.You are required to select either option YES, NO or N/A from the drop down list.Providing a ‘Yes’ response means you will unreservedly deliver in full all the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification).If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition. |
| **Marking scheme** | **Evaluation guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification).ORYou have selected option N/A confirming that you are not applying for Lot 2. |
| Fail  | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification).ORYou have not selected either ‘Yes’ or ‘No’ or N/A. |

|  |
| --- |
| **Section A – Mandatory service requirements** |
| **AQA3 Compliance with Framework Schedule 1 (Specification) – Lot 3**  |
| If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).Please answer ‘Yes’ or ‘No’ or N/A if you are not applying for Lot 3.**Yes -** You will unreservedly deliver in full all the Lot 3 mandatory service requirements as set out in Framework Schedule 1 (Specification).No **-** You will not, or cannot, deliver in full all the Lot 3 mandatory service requirements as set out in Framework Schedule 1 (Specification).N/A **-** You are not applying for Lot 3.  |
| **AQA3 Response guidance**This is a Pass/Fail question. If you cannot or are unwilling to select ‘Yes’ to this question, and you select ‘No’ you will be disqualified from further participation in this competition.You are required to select either option YES, NO or N/A from the drop down list.Providing a ‘Yes’ response means you will unreservedly deliver in full all the Lot 3 mandatory service requirements as set out in Framework Schedule 1 (Specification).If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Lot 3 mandatory service requirements as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition. |
| **Marking scheme** | **Evaluation guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all the Lot 3 mandatory service requirements as set out in Framework Schedule 1 (Specification).ORYou have selected option N/A confirming that you are not applying for Lot 3. |
| Fail  | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the Lot X mandatory service requirements as set out in Framework Schedule 1 (Specification).ORYou have not selected either ‘Yes’ or ‘No’ or N/A. |

|  |
| --- |
| **Section A – Mandatory service requirements** |
| **AQA4 Compliance with Framework Schedule 1 (Specification) – Lot 4** |
| If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).Please answer ‘Yes’ or ‘No’ or N/A if you are not applying for Lot 4.**Yes -** You will unreservedly deliver in full all the Lot 4 mandatory service requirements as set out in Framework Schedule 1 (Specification).**No** **-** You will not, or cannot, deliver in full all the Lot 4 mandatory service requirements as set out in Framework Schedule 1 (Specification).**N/A -** You are not applying for Lot 4.  |
| **AQA4 Response guidance**This is a Pass/Fail question.If you cannot or are unwilling to select ‘Yes’ to this question, and you select ‘No’ you will be disqualified from further participation in this competition.You are required to select either option YES, NO or N/A from the drop down list.Providing a ‘Yes’ response means you will unreservedly deliver in full all the Lot 4 mandatory service requirements as set out in Framework Schedule 1 (Specification).If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Lot 4 mandatory service requirements as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition. |
| **Marking scheme** | **Evaluation guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all the Lot 4 mandatory service requirements as set out in Framework Schedule 1 (Specification).ORYou have selected option N/A confirming that you are not applying for Lot 4. |
| Fail  | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the Lot 4 mandatory service requirements as set out in Framework Schedule 1 (Specification).ORYou have not selected either ‘Yes’ or ‘No’ or N/A. |

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| **Section A – Mandatory service requirements** |
| **AQA5 Compliance with Framework Schedule 1 (Specification) – Lot 5**  |
| If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).Please answer ‘Yes’ or ‘No’ or N/A if you are not applying for Lot 5.**Yes -** You will unreservedly deliver in full all the Lot 5 mandatory service requirements as set out in Framework Schedule 1 (Specification).No **-** You will not, or cannot, deliver in full all the Lot 5 mandatory service requirements as set out in Framework Schedule 1 (Specification).N/A **-** You are not applying for Lot 5.  |
| **AQA5 Response guidance**This is a Pass/Fail question. If you cannot or are unwilling to select ‘Yes’ to this question, and you select ‘No’ you will be disqualified from further participation in this competition.You are required to select either option YES, NO or N/A from the drop down list.Providing a ‘Yes’ response means you will unreservedly deliver in full all the Lot 5 mandatory service requirements as set out in Framework Schedule 1 (Specification).If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Lot 5 mandatory service requirements as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition. |
| **Marking scheme** | **Evaluation guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all the Lot 5 mandatory service requirements as set out in Framework Schedule 1 (Specification).ORYou have selected option N/A confirming that you are not applying for Lot 5. |
| Fail  | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the Lot 5 mandatory service requirements as set out in Framework Schedule 1 (Specification).ORYou have not selected either ‘Yes’ or ‘No’ or N/A. |

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| **Section B – Lot 1 ICT Solutions** |
| **AQB1 Requirement: Understanding the school environment****Requirement**: CCS requires the Bidder to demonstrate how they will engage with the Education Sector, utilising in-house knowledge of the sector and Curriculum delivery to deliver a successful technology solutions including delivery of training; technical, technological and pedagogical and technical support.  |
| **AQB1 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following:*** Demonstrate how you will identify, engage with and manage primary stakeholders who are key to how a successful solution will be achieved;
* Demonstrate how you will maintain your organisations understanding and knowledge of the Curricula and technologies across for example mainstream, SEN and at different stages e.g. early years, secondary that can be key to the successful delivery of the Curriculum and how you demonstrate this to all education customers in different school environments;
* Demonstrate how you will ensure that an educational customer is given the in-house capabilities and knowledge to enable both staff and students to get the maximum benefit from the technologies deployed; and
* Demonstrate how you identify the different aspects required to deliver a fully effective technical support service for differing school environments e.g mainstream, SEN, including the skills and capabilities required and how you retain sufficiently skilled resources.

**Evaluation Guidance**You are advised to use examples in your response to demonstrate how you will satisfy the requirement. However, please note that the marking scheme assesses your future ability to deliver the requirements, not past experience.Responses should be limited to, and focused on the requirement, the response guidance and the evaluation criteria. Bidders should refrain from making generalised statements, using acronyms which are not defined, and providing information not relevant to the topic. Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these.Maximum character count – 8,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes B1(i), B1(ii) B1(iii) and B1(iv) each box has a character count of 2,000 characters. |
| **Marking Scheme 100/75/50/25/0** |
| **Marking scheme** | **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to understand the requirements of the school environment.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement and is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate your ability to understand the requirements of the school environment.Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate your ability to understand the requirements of the school environment; and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating your ability to understand the requirements of the school environment.The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate your ability to understand the requirements of the school environment.Whilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate your ability to understand the requirements of the school environment and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section B – Lot 1 ICT Solutions** |
| **AQB2: Requirement - Designing technology solutions/services appropriate for the Education sector****Requirement**: CCS requires the Bidder to demonstrate how they will deploy active infrastructure, network services, end user devices, AV and peripherals into the Education Sector. |
| **AQB2 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following:*** Demonstrate how you obtain and maintain your organisational awareness and knowledge of educational standards such as; E Safety, energy efficiency and GDPR to ensure that goods and services provided to education customers match standards
* Demonstrate how you ensure that quality, compliance and warranty considerations in the deployment of; active infrastructure, network services, end user devices, AV and peripherals are considered; of any educational requirements
* Demonstrate how you will identify and select the appropriate technology to deploy into a Primary, Secondary, Alternative Provision setting;

**Evaluation Guidance**You are advised to use examples in your response to demonstrate how you will satisfy the requirement. However, please note that the marking scheme assesses your future ability to deliver the requirements, not past experience.Responses should be limited to, and focused on the requirement, the response guidance and the evaluation criteria. Bidders should refrain from making generalised statements, using acronyms which are not defined, and providing information not relevant to the topic. Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these.Maximum character count – 8,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes B2(i), B2(ii) B2(iii) and B2(iv) each box has a character count of 2,000 characters. |
| **Marking Scheme 100/75/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to design technology solutions/services appropriate for the Education sector.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement and is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate your ability to design technology solutions/services appropriate for the Education sector.Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate your ability to design technology solutions/services appropriate for the Education sector;and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating your ability to design technology solutions/services appropriate for the Education sector.The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate your ability to design technology solutions/services appropriate for the Education sector.Whilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate your ability to design technology solutions/services appropriate for the Education sector, and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section B – Lot 1 ICT Solutions** |
| **AQB3: Requirement - Implementing a quality outcome****Requirement**: CCS requires the Bidder to demonstrate how they will deliver a quality outcome, which is fit for purpose for the end-user. |
| **AQB3 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following:*** Demonstrate the processes you have in place to identify developments in the education technology market place, how you make recommendations and improve the quality of the service offered to educational establishments;
* Demonstrate how you maintain fully effective processes covering project management, deployment of solution, managing peaks and ongoing user acceptance testing and snagging;
* Demonstrate the processes you have in place to ensure educational establishments can secure the best value and how fluctuations up in price can be avoided or mitigated without compromising the quality of the service being delivered;
* Demonstrate how you define and incorporate an up to date fit for purpose design, in line with best practice into the delivery of an educational ICT solution;

**Evaluation Guidance**You are advised to use examples in your response to demonstrate how you will satisfy the requirement. However, please note that the marking scheme assesses your future ability to deliver the requirements, not past experience.Responses should be limited to, and focused on the requirement, the response guidance and the evaluation criteria. Bidders should refrain from making generalised statements, using acronyms which are not defined, and providing information not relevant to the topic. Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these.Maximum character count – 8,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes B3(i), B3(ii) B3(iii) and B3(iv) each box has a character count of 2,000 characters. |
| **Marking Scheme 100/75/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to implement a quality outcome for the end user for Educational ICT Solutions.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement and is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate your ability to your ability to implement a quality outcome for the end user for Educational ICT Solutions.Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate your ability your ability to implement a quality outcome for the end user for Educational ICT Solutions, and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating your ability to implement a quality outcome for the end user for Educational ICT Solutions.The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate your ability to implement a quality outcome for the end user for Educational ICT Solutions.Whilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate your ability to implement a quality outcome for the end user for Educational ICT Solutions, and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section B – Lot 1 ICT Solutions** |
| **AQB4: Requirement - Subcontractors and Supply chain****Requirement**: CCS requires the Bidder to demonstrate how they will manage Sub-Contractors for the duration of the Commercial Agreement. |
| **AQB4 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.**If you do not presently intend using any subcontractors you are still required to answer this question in the context of how you would appoint and manage subcontractors in the future (if this should be required). To be clear, failure to respond to this question will result in your tender being deemed non-compliant**Your response must include the following:*** Demonstrate how you will lead and provide a consistent quality customer experience throughout the delivery of a project as a single entity despite the use of subcontractors;
* Demonstrate how you will ensure Sub-Contractors are aware of their obligations and how they will deliver to a standard requirement without impacting on customer satisfaction;
* Demonstrate the processes you will have in place to performance management all Sub-Contractor addressing poor performance with minimal impact to the educational customer;
* Demonstrate your approach to training and how you will ensure the delivery to staff, ensuring they are trained in the management of Sub-Contractors effectively to improve the quality of the Service delivered to educational Customers.

**Evaluation Guidance**You are advised to use examples in your response to demonstrate how you will satisfy the requirement. However, please note that the marking scheme assesses your future ability to deliver the requirements, not past experience.Responses should be limited to, and focused on the requirement, the response guidance and the evaluation criteria. Bidders should refrain from making generalised statements, using acronyms which are not defined, and providing information not relevant to the topic. Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these.Maximum character count – 8,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes B4(i), B4(ii) B4(iii) and B4(iv) each box has a character count of 2,000 characters. |
| **Marking Scheme 100/75/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to manage Sub-Contractors for the duration of the Commercial Agreement.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement and is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate your ability to manage Sub-Contractors for the duration of the Commercial Agreement.Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate your ability to manage Sub-Contractors for the duration of the Commercial Agreement, and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating your ability to manage Sub-Contractors for the duration of the Commercial Agreement.The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate your ability manage Sub-Contractors for the duration of the Commercial Agreement. Whilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate your ability to manage Sub-Contractors for the duration of the Commercial Agreement, and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section C – Lot 2 – Broadband Fibre Infrastructure** |
| **AQC1: Delivery of Open Access of Fibre Infrastructure****Requirement:** CCS requires the Bidder to demonstrate how they will deliver open access fibre infrastructure. |
| **AQC1 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following:*** Demonstrate how will ensure that educational establishments are provided with full fibre to premises;
* Demonstrate how you will ensure open access to the supplied infrastructure for the delivery of services by other communication providers.

**Evaluation Guidance**Your response should be limited to, and focused on, both of the component parts of the question posed. You must not make generalised statements or give irrelevant information.Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count – 4,000 characters including spaces and punctuation.You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes C1(i) and C1(ii), each box has a character count of 2,000 characters. |
| **Marking Scheme 100/75/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to deliver open access fibre infrastructure.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement the answer is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate your ability to deliver open access fibre infrastructure.Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses both elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate your ability to deliver open access fibre infrastructure.and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating your ability to deliver open access fibre infrastructure.The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate your ability to deliver open access fibre infrastructure.Whilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate your ability to deliver open access fibre infrastructure, and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section C – Lot 2 – Broadband Fibre Infrastructure** |
| **AQC2: Delivery of Price Surety****Requirement:** CCS requires the Bidder to demonstrate how they deliver open access fibre infrastructure on budget. |
| **AQC2 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following:*** Demonstrate how you will ensure that your initial quotation provides an accurate estimate of costs for educational establishments;
* Demonstrate how you will utilise the ability to deliver at scale to manage regional cost variation and remove the risk of price escalation during projects.

**Evaluation Guidance**Your response should be limited to, and focused on, each of the component parts of the question posed. You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to. Responses must contain relevant named examples where requested. Maximum character count – 6,000 characters including spaces and punctuation.You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes C2(i), C2(ii), and C2(iii) each box has a character count of 2,000 characters. |
| **Marking Scheme 100/75/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to deliver open access fibre infrastructure on budget. Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement the answer is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate your ability to deliver open access fibre infrastructure on budget.Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate your ability to deliver open access fibre infrastructure on budget and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating your ability to deliver open access fibre infrastructure on budget.The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate your ability to deliver open access fibre infrastructure on budget.Whilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate your ability to deliver open access fibre infrastructure on budget and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section C – Lot 2 – Broadband Fibre Infrastructure** |
| **AQC3: Delivering at Scale****Requirement:** CCS requires the Bidder to demonstrate how they prioritise resource for delivery of open access fibre infrastructure at scale. |
| **AQC3 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following:*** Demonstrate how you will manage a programme of works for a customer to include but not limited to how you will prioritise requirements and ensure that the correct resource is in place;
* Demonstrate how you will manage a programme of works for multiple of customers at the same time.

**Evaluation Guidance**Your response should be limited to, and focused on, each of the component parts of the question posed. You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to. Responses must contain relevant named examples where requested. Maximum character count – 4,000 characters including spaces and punctuation.You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes C3 (i) and C3 (ii), each box has a character count of 2,000 characters. |
| **Marking Scheme 100/75/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to demonstrate how they prioritise resource for delivery of open access fibre infrastructure.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement the answer is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate your ability to demonstrate prioritise resource for delivery of open access fibre infrastructure.Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate your ability to prioritise resource for delivery of open access fibre infrastructure and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating your ability to prioritise resource for delivery of open access fibre infrastructure.The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate your ability to prioritise resource for delivery of open access fibre infrastructureWhilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate your ability to prioritise resource for delivery of open access fibre infrastructure, and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section D – Lot 3 – Broadband Services** |
| **AQD1: Managed Fibre Internet Connectivity****Requirement:** CCS require the Bidder to demonstrate how they will ensure the availability of full fibre broadband connectivity and how loss or deterioration of service needs will be rectified quickly and effectively.For the purpose of this question fibre connectivity is defined as being; fibre to the premise and leased lines. |
| **AQD1 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following:*** Demonstrate how you would determine the most appropriate type of full fibre connection to an educational establishment , fibre to the premise or leased line;
* Demonstrate how you provide a managed network service to include but not be limited to; proactive fault identification and the management of user traffic. The response must include Fibre To The Premise (FTTP) and Leased line;
* Demonstrate the process you will have in place to manage resilience and failover. The response must include Fibre To The Premise (FTTP) and Leased line.

**Evaluation Guidance**Your response should be limited to, and focused on, each of the component parts of the question posed. You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to. Responses must contain relevant named examples where requested. Maximum character count – 6,000 characters including spaces and punctuation.You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes D1(i), D1(ii) and D1(iii) each box has a character count of 2,000 characters. |
| **Marking Scheme 100/75/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to demonstrate the availability of Managed Fibre Internet Connectivity.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement the answer is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate your ability to demonstrate the availability of Managed Fibre Internet Connectivity.Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate the availability of Managed Fibre Internet Connectivity;and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating the availability of Managed Fibre Internet Connectivity.The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate the availability of Managed Fibre Internet Connectivity.Whilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate the availability of Managed Fibre Internet Connectivity, and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section D – Lot 3 – Broadband Services** |
| **AQD2: Engaging with schools****Requirement:** CCS requires the Bidder to demonstrate how you will engage with the Education Sector and you work with Customers of differing capability levels |
| **AQD2 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following:*** Demonstrate how you would engage with users of a non-technical nature with regards to the deployment of a broadband service;
* Demonstrate your organisations responsiveness and flexibility in respect of the specific and changing requirements of a School/Trust;
* Demonstrate the processes you have in place to grow and maintain your organisations knowledge of developments in the Education sector to include but not be limited to the impact on connectivity.

**Evaluation Guidance**Your response should be limited to, and focused on, each of the component parts of the question posed. You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to. Responses must contain relevant named examples where requested. Maximum character count – 6,000 characters including spaces and punctuation.You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes D2(i), D2(ii) and D2(iii) each box has a character count of 2,000 characters. |
| **Marking Scheme 100/75/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to engage with the Education Sector and you work with Customers of differing capability levels.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement the answer is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate your ability to engage with the Education Sector and you work with Customers of differing capability levels.Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate your ability to engage with the Education Sector and you work with Customers of differing capability levels and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating your ability to engage with the Education Sector and you work with Customers of differing capability levels. The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate your ability to engage with the Education Sector and you work with Customers of differing capability levels.Whilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate your ability engage with the Education Sector and you work with Customers of differing capability levels, and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section D – Lot 3 – Broadband Services** |
| **AQD3: Safety and Securit**y**Requirement:** CCS requires the Bidder to demonstrate how they deliver Internet safety and security services to the Education sector in the face of growing and complex array of e-safety, cyber security issues/threats, whilst keeping pace with these challenges. |
| **AQD3 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following:*** Demonstrate your organisations approach, including details of, the deployment of firewall and network security;
* Demonstrate your organisations approach, including details of, the deployment of content filtering and monitoring.

**Evaluation Guidance**Your response should be limited to, and focused on, each of the component parts of the question posed. You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to. Responses must contain relevant named examples where requested. Maximum character count – 4,000 characters including spaces and punctuation.You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes D3(i) and D3(ii) each box has a character count of 2,000 characters. |
| **Marking Scheme 100/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to deliver Internet safety and security services to the Education sector.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement the answer is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate your ability to deliver Internet safety and security services to the Education sector.Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate your ability to deliver Internet safety and security services to the Education sector and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating your ability to deliver Internet safety and security services to the Education sector.The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate your ability to deliver Internet safety and security services to the Education sectorWhilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate your ability to deliver Internet safety and security services to the Education sector, and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section D – Lot 3 – Broadband Services** |
| **AQD4: Customer Support****Requirement:** CCS requires the Bidder to demonstrate how they deliver internet Customer support to the Education sector and how you resolve issues in a rapid and professional manner.  |
| **AQD4 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following:*** Provide details and benefits of your helpdesk support service, fault rectification services including in the response details of services offered;
* Provide details and benefits of your SLA including in the response details of fix/ resolution timescales;
* Provide details and benefits of your change management process to include but not be limited to service and contract.

**Evaluation Guidance**Your response should be limited to, and focused on, each of the component parts of the question posed. You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to. Responses must contain relevant named examples where requested. Maximum character count – 6,000 characters including spaces and punctuation.You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes D4(i), D4(ii) and D4(iii) each box has a character count of 2,000 characters. |
| **Marking Scheme 100/75/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to deliver internet Customer support to the Education sector.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement the answer is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate your ability to deliver internet Customer support to the Education sector.Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate deliver internet Customer support to the Education sector. and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating your ability deliver internet Customer support to the Education sector..The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate your dWhilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate your ability to deliver internet Customer support to the Education sector., and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section E – Lot 4 – Hardware** |
| **AQE1: Pre-Sales Service****Requirement:** CCS requires the bidder to demonstrate how they will ensure they have a full understanding of the educational establishment’s requirements to ensure a successful delivery. |
| **AQE1 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following:*** Demonstrate how you will undertake a full rigorous initial assessment of the educational establishments statement of requirement;
* Demonstrate how you will map the educational establishments functional and non-functional requirements against the capabilities of the products upon which your solution would be produced, and your organisation;
* Demonstrate how you will assess the potential problematic individual requirements and how you will challenge this with the educational establishment;
* Demonstrate how you will construct a fully-resourced and costed proposal for the educational establishment.

**Evaluation Guidance**Your response should be limited to, and focused on, each of the component parts of the question posed. You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to. Responses must contain relevant named examples where requested. Maximum character count – 8,000 characters including spaces and punctuation.You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes E1(i), E1(ii), E1(iii) and E1(iv) each box has a character count of 2,000 characters |
| **Marking Scheme 100/75/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to ensure you have a full understanding of the educational establishment’s requirements to ensure a successful delivery.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement the answer is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate your ability to ensure you have a full understanding of the educational establishment’s requirements to ensure a successful delivery.Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate you have a full understanding of the educational establishment’s requirements to ensure a successful delivery and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating you have a full understanding of the educational establishment’s requirements to ensure a successful delivery.The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate you have a full understanding of the educational establishment’s requirements to ensure a successful delivery]Whilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate you have a full understanding of the educational establishment’s requirements to ensure a successful delivery, and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section E – Lot 4 – Hardware** |
| **AQE2: Delivery Arrangements****Requirement:** CCS requires the bidder to demonstrate how the delivery of Goods, including timescales and use of delivery partners, will be communicated to delivery partners and educational customers. |
| **AQE2 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following:*** Demonstrate how you will effectively manage and communicate with your delivery partners to ensure that the educational establishment’s goods are delivered in a timely manner;
* Demonstrate what approach you take to communicate with the educational establishments from order through to delivery of all goods to ensure that they are delivered in a timescale convenient to the customer;
* Demonstrate how educational establishments are communicated with should the delivery of goods not be made within agreed timescales.

**Evaluation Guidance**Your response should be limited to, and focused on, each of the component parts of the question posed. You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to. Responses must contain relevant named examples where requested.Maximum character count – 6,000 characters including spaces and punctuation.You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes E2(i), E2(ii) and E2(iii) each box has a character count of 2,000 characters |
| **Marking Scheme 100/75/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to deliver Goods, including timescales and use of delivery partners, will be communicated to delivery partners and educational customers.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement the answer is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate your ability to deliver Goods, including timescales and use of delivery partners, will be communicated to delivery partners and educational customers.Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate to deliver Goods, including timescales and use of delivery partners, will be communicated to delivery partners and educational customers. and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating your ability to deliver Goods, including timescales and use of delivery partners, will be communicated to delivery partners and educational customers.The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate your ability to deliver Goods, including timescales and use of delivery partners, will be communicated to delivery partners and educational customers.Whilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate your ability to deliver Goods, including timescales and use of delivery partners, will be communicated to delivery partners and educational customers., and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section E – Lot 4 – Hardware** |
| **AQE3: Dead on Arrival (DOA)****Requirement:** CCS requires the bidder to demonstrate how Dead on Arrival (DOA) goods will be managed to ensure the replacement of faulty items, ensuring least inconvenience and cost to the educational customer.  |
| **AQE3 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following:*** Demonstrate how you will manage customer expectation of a zero replacement fee (including shipping).for DOA equipment;
* Demonstrate how you will ensure that your replacement policy covers replacements being despatched in advance of DOA and faulty items being returned in a manner that is most convenient to the educational customer;
* Demonstrate how you will effectively manage your inventory to ensure that DOA and faulty equipment are replaced with new items, including a new warranty for the each replaced item.

**Evaluation Guidance**Your response should be limited to, and focused on, each of the component parts of the question posed. You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to. Responses must contain relevant named examples where requested. Maximum character count – 6,000 characters including spaces and punctuation.You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes E3(i), E3(ii) and E3(iii) each box has a character count of 2,000 characters. |
| **Marking Scheme 100/75/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to demonstrate how Dead on Arrival (DOA) goods will be managed to ensure the replacement of faulty items, ensuring lowest cost and least inconvenience.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement the answer is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate your ability to demonstrate how Dead on Arrival (DOA) goods will be managed to ensure the replacement of faulty items, ensuring lowest cost and least inconvenience.].Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate how Dead on Arrival (DOA) goods will be managed to ensure the replacement of faulty items, ensuring lowest cost and least inconvenience and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating demonstrate how Dead on Arrival (DOA) goods will be managed to ensure the replacement of faulty items, ensuring lowest cost and least inconvenience.The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate how Dead on Arrival (DOA) goods will be managed to ensure the replacement of faulty items, ensuring lowest cost and least inconvenience.Whilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate how Dead on Arrival (DOA) goods will be managed to ensure the replacement of faulty items, ensuring lowest cost and least inconvenience.], and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section E – Lot 4 – Hardware** |
| **AQE4: Installation Capabilities****Requirement:** CCS requires the bidder to demonstrate how you will minimise disruption to the educational customer / establishment during the installation of goods. |
| **AQE4 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following*** Demonstrate how you will manage the activity required to schedule and gain agreement for the installation of goods at a time convenient to the educational establishment;
* Demonstrate how when installing goods at an educational establishment, you will ensure appropriate on-site behaviour is undertaken by your staff including, where applicable, the confirmation of DBS checks to the customer;
* Demonstrate how you will deal with installation issues and fault resolution (e.g. snagging and DOA devices);
* Demonstrate how you will manage the removal of packaging and debris from an educational establishment in a manner that is prompt and convenient to the customer.

**Evaluation Guidance**Your response should be limited to, and focused on, each of the component parts of the question posed. You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to. Responses must contain relevant named examples where requested. Maximum character count – 6,000 characters including spaces and punctuation.You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes E4(i), E4(ii) and E4(iii) each box has a character count of 2,000 characters. |
| **Marking Scheme 100/75/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to demonstrate how you will minimise disruption during the installation of goods.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement the answer is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate how you will minimise disruption during the installation of goods. Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate how you will minimise disruption during the installation of goods and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating how you will minimise disruption during the installation of goods.The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate how you will minimise disruption during the installation of goods. Whilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate how you will minimise disruption during the installation of goods, and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section F – Lot 5 – Audio Visual** |
| **AQF1: Pre-Sales Service****Requirement:** CCS requires the bidder to demonstrate how they will ensure they have a full understanding of the educational establishment’s requirements to ensure a successful delivery. |
| **AQF1 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following:*** Demonstrate how you will undertake a full rigorous initial assessment of the educational establishments statement of requirement;
* Demonstrate how you will map the educational establishments functional and non-functional requirements against the capabilities of the products upon which your solution would be produced, and your organisation;
* Demonstrate how you will assess the potential problematic individual requirements and how you will challenge this with the educational establishment;
* Demonstrate how you will construct a fully-resourced and costed proposal for the educational establishment.

**Evaluation Guidance**Your response should be limited to, and focused on, each of the component parts of the question posed. You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to. Responses must contain relevant named examples where requested. Maximum character count – 8,000 characters including spaces and punctuation.You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes F1(i), F1(ii), F1(iii) and F1(iv) each box has a character count of 2,000 characters. |
| **Marking Scheme 100/75/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to ensure you have a full understanding of the educational establishment’s requirements to ensure a successful delivery.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement the answer is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate your ability to ensure you have a full understanding of the educational establishment’s requirements to ensure a successful delivery.Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate you have a full understanding of the educational establishment’s requirements to ensure a successful delivery and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating you have a full understanding of the educational establishment’s requirements to ensure a successful delivery.The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate you have a full understanding of the educational establishment’s requirements to ensure a successful delivery]Whilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate you have a full understanding of the educational establishment’s requirements to ensure a successful delivery, and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section F – Lot 5 – Audio Visual** |
| **AQF2: Delivery Arrangements****Requirement:** CCS requires the bidder to demonstrate how the delivery of Goods, including timescales and use of delivery partners, will be communicated to delivery partners and educational customers.  |
| **AQF2 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following:*** Demonstrate how you will effectively manage and communicate with your delivery partners to ensure that the educational establishment’s goods are delivered in a timely manner;
* Demonstrate what approach you take to communicate with the educational establishments from order through to delivery of all goods to ensure that they are delivered in a timescale convenient to the customer;
* Demonstrate how educational establishments are communicated with should the delivery of goods not be made within agreed timescales.

**Evaluation Guidance**Your response should be limited to, and focused on, each of the component parts of the question posed. You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to. Responses must contain relevant named examples where requested. Maximum character count – 6,000 characters including spaces and punctuation.You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes F2(i), F2(ii) and F2(iii) each box has a character count of 2,000 characters. |
| **Marking Scheme 100/75/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to deliver Goods, including timescales and use of delivery partners, will be communicated to delivery partners and educational customers.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement the answer is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate your ability to deliver Goods, including timescales and use of delivery partners, will be communicated to delivery partners and educational customers.Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate to deliver Goods, including timescales and use of delivery partners, will be communicated to delivery partners and educational customers. and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating your ability to deliver Goods, including timescales and use of delivery partners, will be communicated to delivery partners and educational customers.The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate your ability to deliver Goods, including timescales and use of delivery partners, will be communicated to delivery partners and educational customers.Whilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate your ability to deliver Goods, including timescales and use of delivery partners, will be communicated to delivery partners and educational customers., and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section F – Lot 5 – Audio Visual** |
| **AQF3: Dead on Arrival (DOA)****Requirement:** CCS requires the bidder to demonstrate how Dead on Arrival (DOA) goods will be managed to ensure the replacement of faulty items, ensuring lowest cost and least inconvenience.  |
| **AQF3 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following:*** Demonstrate how you will manage customer expectation of a zero replacement fee (including shipping).for DOA equipment;
* Demonstrate how you will ensure that your replacement policy covers replacements being despatched in advance of DOA and faulty items being returned in a manner that is most convenient to the customer;
* Demonstrate how you will effectively manage your inventory to ensure that DOA and faulty equipment are replaced with new items, including a new warranty for the each replaced item.

**Evaluation Guidance**Your response should be limited to, and focused on, each of the component parts of the question posed. You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to. Responses must contain relevant named examples where requested. Maximum character count – 6,000 characters including spaces and punctuation.You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes F3(i), F3(ii) and F3(iii) each box has a character count of 2,000 characters. |
| **Marking Scheme 100/75/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to demonstrate how Dead on Arrival (DOA) goods will be managed to ensure the replacement of faulty items, ensuring lowest cost and least inconvenience.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement the answer is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate your ability to demonstrate how Dead on Arrival (DOA) goods will be managed to ensure the replacement of faulty items, ensuring lowest cost and least inconvenience.].Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate how Dead on Arrival (DOA) goods will be managed to ensure the replacement of faulty items, ensuring lowest cost and least inconvenience and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating demonstrate how Dead on Arrival (DOA) goods will be managed to ensure the replacement of faulty items, ensuring lowest cost and least inconvenience.The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate how Dead on Arrival (DOA) goods will be managed to ensure the replacement of faulty items, ensuring lowest cost and least inconvenience.Whilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate how Dead on Arrival (DOA) goods will be managed to ensure the replacement of faulty items, ensuring lowest cost and least inconvenience.], and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

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| **Section F – Lot 5 – Audio Visual** |
| **AQF4: Installation Capabilities****Requirement:** CCS requires the bidder to demonstrate how you will minimise disruption during the installation of goods. |
| **AQF4 Response guidance****All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.****Your response must include the following:*** Demonstrate how you will manage the activity required to schedule and gain agreement for the installation of goods at a time convenient to the educational establishment;
* Demonstrate how when installing goods at an educational establishment, you will ensure appropriate on-site behaviour is undertaken by your staff including, where applicable, the confirmation of DBS checks to the customer;
* Demonstrate how you will deal with installation issues and fault resolution (e.g. snagging and DOA devices);
* Demonstrate how you will manage the removal of packaging and debris from an educational establishment in a manner that is prompt and convenient to the customer.

**Evaluation Guidance**Your response should be limited to, and focused on, each of the component parts of the question posed. You must not make generalised statements or give irrelevant information. Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to. Responses must contain relevant named examples where requested. Maximum character count – 6,000 characters including spaces and punctuation.You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes F4(i), F4(ii) and F4(iii) each box has a character count of 2,000 characters |
| **Marking Scheme 100/75/50/25/0** |
| **Evaluation criteria** |
| **100** | **An excellent answer**The response demonstrates an excellent understanding of the requirement and is relevant in fully satisfying all of the requirement.The response is; comprehensive, unambiguous, and demonstrates fully your ability to demonstrate how you will minimise disruption during the installation of goods.Full, detailed and relevant evidence has been provided to clearly demonstrate the response guidance has been satisfied. The approach will meet the requirement and has the strong potential to exceed the requirement for the delivery of the Services. |
| **75** | **A good answer**The response demonstrates a good understanding of the requirement the answer is relevant in satisfying all of the requirement.The response is sufficiently detailed to demonstrate how you will minimise disruption during the installation of goods. Sufficient evidence has been provided to demonstrate the response guidance.The approach will meet the requirements for the delivery of the Services. |
| **50** | **A satisfactory answer**The response demonstrates a satisfactory understanding of the requirement Whilst the response addresses all elements of the key outcomes of the requirement, it is not sufficiently detailed to demonstrate how you will minimise disruption during the installation of goods and/or does not include sufficient explanation in some elements to fully demonstrate your ability to meet the requirement. Whilst some evidence has been provided it does not sufficiently demonstrate the response guidance. The approach has the potential to meet the material requirement for the delivery of the Services. |
| **25** | **A below standard answer**The response is not fully relevant or only partially satisfies the elements of the requirement, partially demonstrating how you will minimise disruption during the installation of goods.The response :Addresses some of the requirement, but there is a significant lack of detail to demonstrate how you will minimise disruption during the installation of goods. Whilst some evidence has been provided it does not sufficiently demonstrate all parts of the response guidance This lack of detail and/or lack of explanation and/or ambiguity in the response is considered to be material to the ability of the bidder to meet the Service requirement and constitutes major concerns. The approach is unlikely to meet the requirement for the delivery of the Services.  |
| **0** | **A poor answer**The response is not relevant to providing the outcomes of the requirement and does not demonstrate how you will minimise disruption during the installation of goods, and/or the response satisfied very few to none of the outcomes of the requirement, or response guidance.The approach cannot meet the requirement for the delivery of the services.orNo response provided.**If you have received a zero, we will reject your bid and you will be excluded from the competition.** |

1. Price evaluation

This paragraph 11 contains information on how to complete the pricing matrix attachment 3 and the price evaluation process.

* 1. How to complete your pricing matrix:

Read and understand the instructions in the pricing matrix, and in this paragraph, before submitting your prices.

Your prices should compare with the quality of your offer.

Your prices must be sustainable and include your operating overhead costs and profit.

You should also take into account our management charge of 0.5% which shall be paid by you to us, as set out in the Framework Award form.

You should have read and understood the information on TUPE in paragraph 8 of attachment 1 – About the framework. You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly. You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your pricing matrix. To confirm TUPE should not be included in your submitted Pricing Matrix.

Your prices submitted must:

* + exclude VAT.
	+ be exclusive of expenses/travel and subsistence
	+ be in British pounds sterling, up to two decimal places
	+ submitted up to two decimal places

Zero or negative bids will not be allowed. We will investigate where we consider your bid to be abnormally low.

For all lots the prices submitted will be the maximum payable under this framework. Prices may be lowered at the call-off stage. Refer to Framework Schedule 3 – (Framework Prices).

You must download and complete the relevant pricing matrix attachment for the lot(s) you are submitting a bid for. Please refer to paragraph 8.1 and table bb.

You must provide a price, where one has been requested, in the cells highlighted yellow or orange.

When you have completed your pricing matrix, you must upload this into the eSourcing suite. Please refer to paragraph 8.1 for what question in the eSourcing suite this should be uploaded to. If you do not upload your pricing matrix your bid may be rejected from this competition.

Do not alter, amend or change the format or layout of the pricing matrix attachment you need to complete.

* 1. Price evaluation process (this process applies to all lots)

This is how we will evaluate your pricing:

We will check you have completed all the yellow and orange cells for each lot you are bidding for.

Failure to insert an applicable price may result in your bid being deemed non-compliant and may be rejected from this competition. Remember zero or negative prices will not be accepted.

The price evaluation will be undertaken separately to the quality evaluation process.

The bidder with the lowest total basket price will be awarded the maximum mark available a price score of 20.

All other bidders will get a price score relative to the lowest total basket price.

The calculation we will use to evaluate your total basket price, for each lot you are bidding for, is as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Price Score  |  | Lowest total basket price  |  | 20 (maximum mark available) |
| = |  | x |
|  | Bidders total basket price |  |

Example applicable for all lots:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bidder A |  | Bidder B |  | Bidder C |
| Total basket price |  | Total basket price |  | Total basket price |
| £ 217,000.00 |  | £ 434,000.00 |  | £ 651,000.00 |
|   |   |   |   |   |

1. Bidder A has the lowest basket price of £217,000.00. Bidder A is awarded the maximum mark available for price, which is 20.00;
2. Bidder B submits a total basket price of £434,000.00. Bidder B is awarded a price score of 10.00;
3. Bidder C submits a total basket price of £651,000.00 and is awarded a price score of 6.66
	1. Abnormally low tenders

Where we consider any of the total basket price(s) you have submitted to have no correlation with the quality of your offer or to be **abnormally low** or will ask you to explain the price(s) you have submitted (as required in regulation 69 of the Regulations).

If your explanation is not acceptable, we will reject your bid and exclude you from this competition, we will inform you if your bid has been excluded and why.

If your total basket price is 20% below the median of the total basket prices submitted we will consider your total basket price to be abnormally low

1. Final decision to award
	1. How we will calculate your final score

We will add your quality score to your price score (applicable to each lot) to calculate your final score for each lot in which you are bidding.

Example:

|  |  |  |  |
| --- | --- | --- | --- |
| Bidder | Quality score | Price score | Final score |
| (Maximum score available 80) | (Maximum score available 20) | (Maximum score available 100) |
| Bidder A | 80.00 | 20.00 | 100.00 |
| Bidder B | 60.00 | 10.00 | 70.00 |
| Bidder C | 50.00 | 6.66 | 56.66 |

We will then rank all final scores from highest to lowest for each lot.

We will offer the number of bidders a framework contract as set in paragraph 3.1 of attachment 1 – About the framework.

Maximum number of places per lot:

|  |  |
| --- | --- |
| Lot | Anticipated Maximum number of Suppliers per Lot |
| 1 | 20 |
| 2 | 20 |
| 3 | 20 |
| 4 | 20 |
| 5 | 20 |

The maximum number of bidders for lots 1,2,3,4 and 5 of this framework may increase where two (2) or more bidders have tied scores in last position.

* 1. Reserved rights

We also reserve the right to award a framework to any bidders whose final score is within 1% of the last position, the last position for lot 1,2,3,4 and 5 is 20th position. Please see example below.

**Example:** For Lot 2

If the bidder in 20th place, last position has a final score of 60.00

The calculation we will use is:

Lot 2 - 20th place bidders final score is 60.00

1% of 60.00 = 0.06

The calculation will be rounded to two decimal places in excel.

60.00 - 0.06 = 59.94

So any bidder whose final score is 59.94 or above will be awarded a lot 2 place on the framework.

* 1. Intention to award

We will tell you if you have been successful or unsuccessful via the eSourcing suite. We will send intention to award letters to all bidders who are still in the competition i.e. who have not been excluded.

At this stage, a standstill period of ten (10) calendar days will start, the term standstill period is set out in regulation 87(2) of the Regulations. During this time, you can ask questions that relate to our decision to award. We cannot provide advice to unsuccessful bidders on the steps they should take and they should seek independent legal advice, if required.

If during standstill we do receive a substantive challenge to our decision to award and the challenge is for a certain lot, we reserve the right, to conclude a framework contract with successful bidders for the lot(s) that have not been challenged.

Following the standstill period, and if there are no challenges to our decision, successful bidders will be formally awarded a framework contract subject to signatures.

* 1. Framework contract

You must sign and return the framework contract within 10 days of being asked. If you do not sign and return, we will withdraw our offer of a framework contract.

The conclusion of a framework contract is subject to the provision of due ‘certificates, statements and other means of proof’ where bidders have, to this point, relied on self-certification.

 This means insurance certificates and Cyber Essentials certification.